ID	Text16	Title	Requestor Name	Date Open	Closed Date	Request Description	
289	FFEL	Password issue	Marisa Lowe	8/18/2001 9:30	8/18/01 1:40 PM	Marisa from Illinois GA needed password reset. Issue resolved.	
290	Ad Hoc	GA 717 Illinois Migration Issue	Myron Kowalski	8/10/2001 15:00	8/10/01 3:15 PM	User needed to migrate off the VPN to direct Internet connection.	
291	Bug Fix	CFO - Payment File Issue	Colene Peaks	8/11/2001 9:00	8/11/01 9:30 AM	A payment for schedule number FL0203 was not created. Oracle did not create an e-mail for this payment, please research.	
292	Ad Hoc	CFO Accounting & Reporting	June Ritchie	8/18/2001 9:00	8/18/01 9:15 AM	Request for s report out of FMS from CFO reporting. See notes below. This is CR 30 in the CR log. Is it possible to get copies of Form 2000 for each GA for the first and second quarters of this fiscal year. I also need to know If it is possible to get some line items from Form 2000 rolled up to summary amounts. For instance, rolling up all the increases to the receivable balance which may include fifteen to twenty lines. I'm attaching a letter I revised regarding the crosswalk from the 1130 to Form 2000. This crosswalk is used to calculating increases and decreases to the GAs' receivable balance. Please let me know. Thanks- - June	
293	VDC Outage	VDC Hardware issue.	Dave Lass	8/16/2001 11:00	8/16/01 1:00 PM	The network failure yesterday was caused by a switch failure which was the same cause of the failure on Monday. Instead of resetting the switch as they did on Monday, the VDC installed a new switch. The switch was then configured and tested which caused the extended outage. Hardware issues with default values on the core switches merfes01-05. To comply with the OIG Audit recommendations this needs to be done.	
294	VDC Outage	VDC Issue with Hardware 2nd time	Dave Lass	8/18/2001 15:00	8/18/01 8:00 PM	Same issue with Switch The network failure yesterday was caused by a switch failure which was the same cause of the failure on Monday. Instead of resetting the switch as they did on Monday, the VDC installed a new switch. The switch was then configured	
295	Query	CFO Accounting Question about Help Desk #	Bill Marks	8/16/2001 11:44	8/16/01 11:50 AM	User needed the Help Desk number.	
296	Enhancement/Update	CFO Reporting Needs # 2	Candice Hong	8/16/2001 9:00	8/16/01 9:15 AM	User needed a report from FMS system. See notes below. This is moved to CR # 29 Currently, we are using Discoverer monthly "SFA AP Disbursements Report" to perform SFA FMS EFT Payment reconciliation with ED FMSS. However, this report only shows relationship between "Treasury Reference Schedules" such as FLXXXX with dollars amounts, but not with Standard General Ledger accounts such as Cash accounts 101052, 101053, etc. AD needs to have a report shows the relationship between Treasury Reference Schedules, dollar amounts, and SGL accounts. This can display what GL accounts being affected.	

297	Bug Fix	Invoice Schedule Issue	Candice Hong	8/11/2001 14:00	8/11/01 3:00 PM	Invoiced were created with the last months accounting period and payment files could not be created due to accounting period being closed. Invoice had a term date for 21 days that is why the payment was not being created from the system As you can see, FP had created invoice, however I am not able to form any valid payment batches. I have tried four times building FL 0205, FL 0206, FL 0207, and FL 0208, all with no payment amounts and 0 numbers of invoices. All these four schedules have been cancelled.	
298	Bug Fix	CFO Accounting Error	FMS Operation	8/3/2001 16:00	8/3/01 4:00 PM	TC Code Issue... In closing the books for June we found a problem with one of the prepayments. The weekly prepayment to GA 725 made on June 11th was made with the wrong TC code. The TC code used was for the AMF (AMF PAY) payment. The TC code MR1 TC 01 should have been used. Using the wrong TC code resulted in the posting of incorrect GL accounts. When this occurs we must "back out" the incorrect entries and repost the TC with the correct entries. This is a manual time consuming process for us. Please ensure all entries are assigned the correct TC before approval.	
299	Query	Accounts mapping with Transaction Codes	FMS & CFO	8/10/2001 9:00	8/10/01 9:00 AM	Account Mapping issue (PB, JD, AT and others) are in the middle of preparing a test to define HOW to accommodate the possible budgetary accounting pairs which appear to be needed but may not be being hit (the definition of the problem I heard was that certain accounts are washed out at the end of the cycle, so it was not apparent from prior testing that they were being missed in full - however it is not clear if some 4xxx accounts are off in their balance because of this). When this testing is completed and all feel confident we have got the corrected/full accounting identified, the existing Transaction Codes will be updated to achieve the correction. How to adjust production will be defined. To be clear, it is not so much a matter of the system being unable to handle this accounting as it was not setup properly to achieve it, the prior testing which occurred was rushed, and therefore some accounting impacts were not identified.	
300	Query	financial statement auditors for E&Y access to system	Arosemena, Ralph	8/19/2001 9:00	8/19/01 9:00 AM	Request came in for user access Is it possible to give select financial statement auditors for E&Y read only access to the Forms 2000. If so what information do I need to provide. I do not believe they are a part of our LAN system. - Ralph We supplied them with forms and are awaiting further notice.	
301	Enhancement/Update	CR # 27 submission to FMS	CFO & Bill Marks	8/18/2001 9:00	8/18/01 9:00 AM	Need to be able to record the SF215 or SF1081 number in FMS Oracle, so that the schedule numbers in FMSS i.e.FARS agree with Treasury SF215 schedule number and the payer/payee SF1081 schedule number. We routinely record certain cash transactions, such as deposits, intra-departmental transactions, and adjustments to these transactions. The transactions total hundreds of millions of dollars each year. Deposits are reported by the bank to the Treasury Department, using the deposit (SF215) number. These deposits are also recorded in FMSS via FMS Oracle. In order for ED OCFO to reconcile cash per general ledger with Treasury, the schedule number recorded in the general ledger has to be the same as the SF215 number reported to Treasury. Similarly, intra-departmental transfers of cash also have a unique identifying schedule number which is recorded by both the payer and the payee. The entry made by the payer and the offsetting entry by the payee must have the same schedule number so that they zero out. The schedule number is assigned by the originating office (Direct Loan Consolidations) not by the receiving office (FFEL, DCS, HHS). Currently, when SF215 and SF1081 entries are made to FMS, the Oracle system assigns its own, different, sched We need to be able to record the SF215 or SF1081 number in FMS Oracle, so that the schedule numbers in FMS	

302	Query	VPN Migration GA # 753	Mie Otake	8/18/2001 9:00	8/18/01 9:00 AM	User confirmed migration success.. I am no longer using VPN product, however I have been getting double e-mail notifications every time I submit a form. Otherwise, it's been a smooth process and I am very pleased with the change. Thank you Mie Otake Northwest Education Loan Assoc. (753) mieo@nela.net 206-461-5406	
303	Ad Hoc	Email alert issue with FP's	FP's	8/13/2001 10:00	8/13/01 10:00 AM	Email alerts went out for misc. transactions. We received approximately 60 email alerts for this GA for miscellaneous transactions Invoice number 755MO3 to 755MO6.	
304	Ad Hoc	Accounting Info for SFA COA (VFA FEES)	FP's	8/11/2001 9:00	8/11/01 9:00 AM	Issues with VFA When entering the VFA fee the Invoice Distribution – Account information screen is blank. There is no default data such as Fund, Fund Category, Budget Fiscal Year, Account etc. etc. We should only be entering the Limitation, Object Class and Institution for the account distribution. Also, on a different note the Terms for payment should be immediate and not net 21 days.	
305	Ad Hoc	GA 750 Migration Issue with Port 9000	nancaey Wimsett	8/2/2001 9:00	8/2/01 9:15 AM	User received Port 9000 error while attempting to access the external web server.	
306	Query	GA 748 Migration question on Network Settings.	Lucille Santillo	8/2/2001 10:00	8/2/01 10:15 AM	User needed to know what the protocol is for the firewall settings for the ports we talked about?	
307	Ad Hoc	Migration for Sallie Mai Users	Paula kline	8/2/2001 13:00	8/2/01 1:00 PM	User attempted the web address for the external web server and received 9000 port error.	
308	FFEL	New user additions	Andrea Cobos	8/23/2001 16:15	8/23/01 5:10 PM	ECMC I and II (GA 927 and 951) requested security access for 3 additional staff. Security forms were found on the fax machine by luck. Users entered in the system and contacted with user Ids and passwords. Dwh.	
309	Ad Hoc	GA 726 Michigan - Issue with form verifying.	Dennis Riliey	8/23/2001 9:00	8/23/01 9:00 AM	User could not see form completed online after it was accepted. FMS attempted to check and discovered that it was not finished processing.	
310	Query	CFO Colene Peaks Request for Discoverer installation.	Colene Peaks	8/25/2001 9:00	8/25/01 9:00 AM	User needs Discoverer installed on her machine.	

311	Ad Hoc	GA 753 Access needed to system	Lerancia Henderson	8/26/2001 11:00	8/26/01 11:00 AM	User could not access system due to lost ID & Password.	
312	Ad Hoc	GA 753 New Mexico	Sandra Simmons	8/27/2001 8:00	8/27/01 8:00 AM	A AMF Payment was rejected due to bank content not correct. The rejected AMF payment for GA 735 (New Nexico)was caused because they submitted a change in their bank account information and it was never updated in FMS. We sent the request on April 23rd. Please advise when this change will be updated in FMS and the payment will be reissued.	
313	FFEL	GA 736 June report acceptance	Tom McGraw	8/27/2001 12:15	8/27/01 2:05 PM	GA 736 (NY) requesting date of acceptance of June Forms 2000 report. User reported that he did not get the alert letting him know the accepted date. I ran an Oracle GA monthly status report to determine acceptance date. Left a message on his voice mail that the report was accepted on July 25, 2001. Dwh	
314	Ad Hoc	GA 745 Connection Issue / Migration	Chuck Fagg	8/30/2001 13:00	8/30/01 1:00 PM	User could not connect to the forms 2000.	
316	Bug Fix	Sallie Mai Migration Issue	Paula kline	8/29/2001 9:00	8/29/01 9:00 AM	Sallie Mai is having issue with port 9000. See email below.. We have made some system changes on our end and are able to try to connect to the new address: http://fms.sfa.ed.gov However, when it starts loading the J initiator software, I received the following error message: FRM-99999:A network error occurred, the client will not be able to continue. When I looked at the Details box, the following was displayed: Java Exception: java.lang.NullPointerException and then a few other lines. the last line was: at java.lang.Thread.run (474) Can you please let me know what the problem is, or when it is corrected? Thanks for your help.	
317	FFEL	Sign-on issue	Connie Butler	8/31/2001 13:30	8/31/01 1:30 PM	Connie could not get on to Oracle because VPN was still active on the machine. Todd walked Connie through the removal of the VPN software and user was able to connect and sign on without issue. Resolved	